

Security Strengthening Project (MNS:SSP)

IDB - JA-L1074 (LC # 4400/OC-JA)
Shops 31&32 Kingston Mall
Kingston, Jamaica



Ministry of National
Security

TOR for Training Technology Specialist Consultant

Date

June 10, 2019

Services Performed For:

Security Strengthening Project (MNS:SSP)

IDB - JA-L1074 (LC # 4400/OC-JA)
Shops 31&32 Kingston Mall
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Background

The Government of Jamaica has established a Security Strengthening Project (SSP), funded by a Loan from the Inter American Bank (IADB), the main objective of which is to contribute to an increase in the conviction rate for murders in Jamaica. The strategy to achieve the main objective will be the “specific objectives”:

- (i) To assist in the reduction of the rate of murders in the country;
- (ii) To increase the proportion of police investigations of murders that result in prosecution;

And

- (iii) The training of police officers in the use of technology in crime fighting.

The Ministry of National Security (MNS) is charged as the Executing Agency and is currently engaging the services of a Consultant.

The Security Strengthening Project has three (3) components: (i) **Component 1**. Violent crime prevention and management; (ii) **Component 2** - Improving investigative capabilities for homicides; (iii) **Component 3** - Change Management & Communications.

The Project components comprise activities to benefit and involve the participation of the Ministry of National Security and the following entities within its portfolio:

- The Jamaica Constabulary Force (JCF)
- The Department of Correctional Services (DCS)
- The Firearm Licensing Authority (FLA)
- Passport, Immigration, Citizenship Agency (PICA)
- The Institute of Forensic Science and Legal Medicine (IFSLM)
- The Private Security Regulatory Authority (PSRA)

Additional entities outside the portfolio of the Ministry of National Security includes;

- The National Works Agency (NWA)
- eGov Jamaica Limited (eGov)
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Under the SSP, one of the key results area is to improve the capacity to utilize the technology. This consultancy is required to support the upgrade of the NPCJ to allow a technology focused modus of training delivery. Consequently, the Consultancy will review the current technologies in use by NPCJ and assist us to move them to more modern and technology based processes that will enhance their ability to develop and customized learning and to deploy learning.

Consultancy Objective

The **Objective of the consultancy** is to:

- assess the technologies that are being used to support learning programmes for the JCF;
- assess the landscape of current learning and learning support technologies available
- recommend the learning technologies to be used to support current and future learning programmes and initiatives, including: (i) learning progress, (ii) measurement of achievement and (iii) delivery of content and practice;
- develop roadmap to show the proposed roll out of the technologies to be used during the project and those to follow.

The technologies in scope must take into consideration the JCF geographical presence, their working mode and the realities of the sector in which they operate.

Scope of Work

The Scope of work for this consultancy includes the following.

- 1) Review the current technologies in use and available for supporting continuous learning within JCF.
- 2) Technologies to include computing hardware and software, presentation equipment and training distribution equipment as well as evaluation and feedback technologies

- 3) Identify the technologies that would be best suited for the project and for the JCF medium term mandates.
- 4) Provide a roadmap for the acquisition and roll out of the recommended technologies.
- 5) Provide procurement guidelines and TORs for the technologies approved for the scope of the project
- 6) Provide implementation strategy for the roll out of the technologies approved.
- 7) Documents a detailed work plan for the acquisition and roll out of all approved technology components related to the design and delivery of learning during the project timeline.
- 8) Develop the process for managing and using the technologies to support the Learning programmes. Include a quality checklist which covers standards, operating guidelines and procedures- among other things-as needed.

Methodology and Standards

The consultant is expected to use accepted and proven methodologies for carrying out the assignment.

The consultant must identify the relevant local and international standards for learning technologies, and demonstrate how these are applied to the assignment.

The consultant should prepare a detailed methodology (approach) and work plan indicating how the objectives of the assignment shall be achieved.

The project schedule portion of the work plan must be developed using MS projects or Excel and must be loaded into the Online Project management portal.

The work plan submitted should show the allocation of time to each of the key components of the project and detailed scheduling should be provided to support the methodology outlined.

All documentation produced must meet the documentation standards for the project and must be reviewed and approved by the relevant TWG stakeholders as per the project operating manual or agreed quality procedures.

Utilize current and effective tools for constant communications, including but not limited to Wats App, Telephones, Email and any others.

Deliverable and Milestones

Objective	Deliverables	Milestone
On Boarding and Documentation review	Meetings with training team to discuss the scope of the training and status of activities	Consultant on boarded

Objective	Deliverables	Milestone
Compile work plan and update as the project plan requires	Consultant Work Plan	Completion of consultant work plan
Review the relevant international standards and recommend those elements that should be applied to the project in order to support the project objectives.	Scope and Standards Review; and Quality Checklist	Review of project scope, relevant standards and methods
Review the current technologies in use and available for supporting continuous learning within JCF.	Learning Technology review report	Learning technology review and recommendation report presented
Provide a roadmap for the acquisition and roll out of the recommended technologies.	Learning technology roadmap, include details of the roadmap elements in scope for SSP	Learning technology roadmap presented
Provide procurement guidelines and TORs for the technologies approved for the scope of the project	Procurement support documents	Procurement guidelines and TORs completed
Develop the process for managing and using the technologies to support the Learning programmes	Process and procedure documentation	Process and procedure documentation completed
Provide implementation strategy for the roll out of the technologies approved.	Implementation plan for technologies within the scope of SSP	Implementation strategy and work plan completed
Compile status and progress reports against workplan	Weekly, monthly and quarterly status reports as per the project operating manual and the stakeholder requests. The consultant is also required to	Periodic reports and Final Report delivered as required.

Objective	Deliverables	Milestone
	produce a Final Report at the end of the final month of engagement.	

Duration

Nine (9) months, renewable for further periods up to twelve (12) months by mutual agreement.

Qualifications

The proposed team must include assignment of key staff with the qualifications, skills and experience below.

- Post Graduate Degree and/or Master's Degree in Information Technology, Computer Science/Engineering, Project Management, Business/Public Administration, Training, Criminology or other relevant discipline (Team Leader).
- At least 10 years of experience in Training with specific experience in delivering this type of consultancy
- General knowledge and understanding of ICT.
- Previous experience in the design and implementation of Training solution is mandatory.
- Good organizational, analytical, team-building, problem solving, communication and negotiating (including conflict resolution) skills.
- Excellent writing skills and command of the English Language (oral and written).

The proposal must also include the team member who will be coordinating the effort of the proposed team and who will function as the single point of contact for SSP.

The proposed team must have the following experience and competencies:

- **Languages:**
 - Excellent writing skills and command of the English Language (oral and written).
- **Areas of Expertise:**
 - Previous experience in the design and implementation of Training solution
 - Additional project experience in large, sensitive and complex environment.
- **Skills:**

- Excellent strategic leadership and management skills with analytical and strategic thinking;
- Working computer proficiency, including the ability to utilize MS Office Suite.
- Excellent problem-solving skills.
- Excellent communication (both written and verbal) skills and relationship management.
- Proven track record of working effectively within multi-disciplinary teams.
- Experience undertaking multilateral funded projects would be a distinct advantage.

Reporting

The Consultant will report directly to the Project Director, Project Executing Unit and work directly with the Training Technical Working Group (TWG) team lead.

He/she will liaise and consult with the Ministry of National Security and the Agencies involved in SSP on matters relating to the Project, as necessary.

Location

Offices of the National Police College of Jamaica primarily and the offices of PEU, with mobility as needed taking into account the locations of the various stakeholders and other scenes of action, and demands of the assignment. Consultant's premises as necessary.

Type of Consultancy

Company

Payment Schedule

The payment schedule will be based on completion of the major phases as evidenced in the completion of the deliverables as noted below.

- 15% on completion of the onboarding, the documentation review and the consultant game plan

- 15% on completion of the Learning Technology Review Report (including Quality Checklist)
- 15% on completion of the Learning Technology Roadmap and procurement support documents for items to be acquired by the project
- 30% on completion of the process and procedures
- 25% on completion of the contract and submission of all deliverables

Document Control

Distribution

For use by the SSP PEU, the relevant TWG and the consultant involved in the scope of work.

Version Control

Version #	Updated By	Revision Date	Approved By	Approval Date	Reason
1.0	Latoya		N/A	N/A	Initial draft for review
2.0	Jermaine Brown	30 January 2019	N/A	N/A	Update into SSP template
3.0	Gillian Mitchell	7 th March 2019	N/A	N/A	Reviewed and updated Qualifications
4.0	Karen Smythe-Witter	14 th May 2019	N/A	N/A	Updated objectives/deliverable/milestones. Prepared consolidated NPCJ TOR document with all TORs
5.0	Jermaine Brown	10Jun2019			Created separate documents for each TOR based on the agreed details in the consolidated NPCJ TOR document. Add qualification and payment schedule.
6.0	KSW	24Jun			Final review and update Circulated for approval
7.0	DM/KSW	4Jul2019			Include changes discussed in review session. Update the qualifications to support evaluation of a firm. Add required info to be included in the proposal.
7F			TWG Team Lead		Approved final

